

Service Request	Resolutions Days	Responsible Agency
Alley Repair	10	DDOT
Alleylight Repair	2	DDOT
Bus Stop Change	N/A	DDOT
Child Safety Seat program	N/A	DDOT
CURB & GUTTER REPAIR	10	DDOT
Marking Installation	75	DDOT
Marking Maintenance	75	DDOT
Marking Modification	75	DDOT
Marking Removal	75	DDOT
Parking Meter Request	3	DDOT
Pedestrian Safety Program	N/A	DDOT
POTHOLE	3	DDOT
Resident Parking Permit	N/A	DDOT
Safe Routes to School	N/A	DDOT
School Crossing Guard Program	N/A	DDOT
SIDEWALK REPAIR	10	DDOT
Sign - New	130	DDOT
Sign Removal	N/A	DDOT
SIGN REPLACE	130	DDOT
Sign Replace	130	DDOT
Speed Study Data and map	N/A	DDOT
Street Paving Schedule	N/A	DDOT
STREET REPAIR	10	DDOT
Streetlight Repair	2	DDOT
Traffic Camera Location Map	N/A	DDOT
Traffic Signals Maintenance	2 hours	DDOT
Tree Inspection	72	DDOT
Tree Planting	730	DDOT
Tree Pruning	270	DDOT
Tree Removal	270	DDOT
Utility Repair	10	DDOT
DMV - Appeal	10	DMV
DMV - Copy of Ticket	5	DMV
DMV - Driver's License/ID Issues	7	DMV
DMV - Hearings	7	DMV
DMV - Inspection Station Issues	9	DMV
DMV - Refunds - Tickets	30	DMV
DMV - Tag Surrenders/Registration Fee Refunds	9	DMV
DMV - Ticket Payment Dispute	10	DMV
DMV - Vehicle Registration Issues	7	DMV
DMV - Vehicle Title Issues	7	DMV
Insects	15	DOH
Rat Abatement	35	DOH
Parks and Recreation	N/A	DPR

Abandoned Vehicle - On Private Property	55	DPW
Abandoned Vehicle - On Public Property	14	DPW
Alley Cleaning	31	DPW
Bulk Collection	14	DPW
Dead Animal	2	DPW
Eviction	4	DPW
Graffiti Removal	10	DPW
Graffiti Removal - Paint Voucher Request	7	DPW
Grass & Weeds Mowing	15	DPW
Illegal Dumping	5	DPW
Illegal Posters	5	DPW
Leaf Collection	15	DPW
Litter Can - Collection	1	DPW
Litter Can - Installation/Removal/Repair	270	DPW
Out of State Parking Violation (ROSA)	32	DPW
Parking Enforcement	2	DPW
Recycling - Commercial Only	5	DPW
Recycling - Information Request	N/A	DPW
Recycling - School Program	5	DPW
Recycling Collection - Missed	2	DPW
Recycling Container Delivery	10	DPW
Residential Parking Permit Violation	2	DPW
Sanitation Enforcement	5	DPW
Street Cleaning	28	DPW
Supercan - Delivery	10	DPW
Supercan - Repair	5	DPW
Trash Collection - Missed	1	DPW
Vacant Lot	50	DPW
Yard Waste	5	DPW
How's My Driving - Complaint	7	ORM
How's My Driving - Compliments	N/A	ORM
CSR Reported Issues	2	OUC
Snow/Ice Removal	1	SNOW